



Strategic Plan Update Department of Children and Family Services

presented by

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to

Board of Supervisors

Strategies to Improve Safety

1. Reduce Caseloads

- Enable Social Workers to spend more time focused on children and families.

2. Enhance Training

- Provide Social Workers with training that better prepares them to serve abused and neglected children.

3. Front- End Redesign (Hotline)

- Eliminate duplicative processes used by staff and standardize other processes to save time and increase quality of referrals.

November 2013 Census Data



	Child Population
36,852	Children under DCFS Supervision
27,907 (76%)	Children not placed in licensed out-of-home care <ul style="list-style-type: none">• 15,684 (43%) - Home of parent• 9,209 (25%) – Home of relative• 3,014 (8%) – Pre-adoptive/legal guardian home
8,453 (24%)	Children placed in licensed out-of-home care <ul style="list-style-type: none">• 1,619 (19%) – Foster Family Home• 5,152 (61%) – Foster Family Agency Certified Home• 1,097 (13%) – Group home (93 ages 12 and under)• 585 (7%) – Supervised Independent Living Placements (age 18+)

Caseload Reduction Plan



Hire Date	Number Hired	Total CSWs*	Avg Caseload
Aug – Sept 13	105	1090**	32 in Jan 14
Jan 13, 2014	40	1125	31 in Jun 14
Feb 3, 2014	40	1160	30 in July 14
Feb 24, 2014	35	1195	29 in Aug 14
Mar 17, 2014	35	1230	28 in Sep 14
May 2014	35	1265	27 in Oct 14
Jun 2014	35	1300	27 in Nov 14
Jul 2014	35	1335	26 in Dec 14
Aug 2014	30	1370	25 in Jan 15
Sept 2014	30	1405	25 in Feb 15
Oct 2014	30	1435	24 in Mar 15

*Total number for Continuing Services Social Workers.

Social Workers	As of 12/31/13
Hiring Goal	450
Number Hired	121
Conditional Offers Made	161
Remaining Need	168

Conditional Offers:

- Both interview and Livescan completed
- Pending medical and/or psychological exam(s)

Hiring Plan focus is on:

- Continuing to identify candidates from the eligibility list.
- MSW students graduating in May/June 2014
- Targeted hiring for Antelope Valley in order to expedite the process

Training



- ✓ Learning Through Simulation Labs
 - Skill practice
 - Immediate feedback
 - Active participation
 - Controlled, safe and realistic environment
 - Peer-to-Peer Learning

Front End Redesign



Goals:

- ☐ Ensure that the types of calls coming into the Hotline are mission critical calls enabling staff to conduct higher quality interviews, and produce higher quality referrals.
- ☐ Re-direct non mission critical calls relating to general information such as AWOL youth wanting to come back, information on court case information, and/or information regarding their Probation.

Strategies:

- ☐ Streamline the referral process to improve the communication from the Hotline to the Regional Office; eliminating unnecessary steps in the referral process. Estimated completion date of March 2014.
- ☐ Develop analytical tool to assess risk. Estimated completion date July 2014
- ☐ Standard search process to easily identify persons with prior DCFS History. Estimated completion March 2014.